



Department of Medical Assistance Services
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www.dmas.virginia.gov

MEDICAID MEMO

TO: All Medicaid Providers Including Managed Care Organizations

FROM: Cynthia B. Jones, Director
Department of Medical Assistance Services

MEMO: Special

DATE: April 3, 2013

SUBJECT: Transition of Children in Foster Care or Receiving Adoption Assistance to Managed Care — **Effective July 1, 2013 for Central and Tidewater Managed Care Regions**

It is critical for the short and long-term well-being of children in foster care or receiving adoption assistance that they experience care that is patient-centered and well coordinated. This care coordination exists in the managed care delivery system, which is the major health care delivery model for Virginia's children in Medicaid. Children in foster care in Richmond City have been successfully included in managed care since December 2011 as part of a pilot project. Thus, the Department of Medical Assistance Services (DMAS) is transitioning children who are eligible for Medicaid and placed in foster care or receiving adoption assistance to the managed care delivery system. DMAS will implement this transition in two phases.

Effective July 1, 2013, children in foster care or receiving adoption assistance who reside in the Central or Tidewater managed care regions and are receiving Medicaid will be enrolled in a Managed Care Organization (MCO). Only children in foster care or receiving adoption assistance who reside in these localities and whose case is maintained by LDSS or a Private Child Placing Agency in these localities will transition in this phase. Children will receive medically necessary Medicaid services through one of the managed care organizations which cover these areas:

Central Virginia Managed Care Region

Accomack	Fredericksburg	Mecklenburg	Southampton
Amelia	Goochland	Middlesex	Spotsylvania
Brunswick	Greensville	New Kent	Stafford
Caroline	Hanover	Northampton	Surry Sussex
Colonial Heights	Henrico	Northumberland	Westmoreland
Charles City	Hopewell	Nottoway	
Chesterfield	King and Queen	Petersburg	
Cumberland	King George	Powhatan	
Dinwiddie	King William	Prince Edward	
Emporia	Lancaster	Prince George	
Essex	Lunenburg	Richmond City	
Franklin City	Mathews	Richmond Co	

Tidewater Managed Care Region

Chesapeake
Gloucester
Hampton
Isle of Wight

James City County
Newport News
Norfolk

Poquoson
Portsmouth
Suffolk

Virginia Beach
Williamsburg
York

DMAS is planning to implement a statewide transition of all Medicaid eligible children who are in foster care or receiving adoption assistance to managed care by October 1, 2013. This will include all other areas of the state. To view a list of managed care organizations by city/county, please visit: www.virginiamanagedcare.com.

Members will no longer be covered under the fee-for-service program once they transition to managed care. Certain services, however, are carved out of managed care and are obtained through fee-for-service (e.g., dental and community mental health rehabilitation services). A complete list of carved out services are located online at: http://dmasva.dmas.virginia.gov/Content_atchs/mc/mc-guide_p4.pdf.

Children will be randomly assigned to a managed care plan. Adoptive parents and foster care case workers may request changes to the child's managed care by contacting the Managed Care Help Line at 1-800-643-2273.

Exclusions from Transitioning to Managed Care

Certain children who receive Medicaid will be excluded from the managed care expansion (thus remaining in fee-for-service) including:

- Youth placed in Level C Residential Treatment Centers;
- Youth who are hospitalized at time of transition;
- Youth who have other comprehensive insurance; and
- Youth who are in a Medicaid home and community based service waiver.

Managed Care Providers

To ensure uninterrupted quality of care for any service that has been authorized by DMAS prior to transition to managed care, providers should contact the managed care plan for authorization for continued coverage. Virginia Medicaid providers who are not currently contracted under managed care are strongly encouraged to contract with one or all of the MCOs. This will allow you to continue serving your patients. It will be helpful to your patients to advise them of the MCOs with which you are contracted so that they may continue to be seen by your practices.

Providers that contract with a MCO must go through a credentialing process before they can bill for services. Please be aware that credentialing may take up to 90 days. If you wish to contract with one or all of the MCOs, please contact:

Managed Care Network Relations	
Amerigroup Virginia, Inc.	1-800-231-8076
Anthem HealthKeepers <i>Plus</i> offered by HealthKeepers Inc.	<ul style="list-style-type: none">• Central Region (+ NC Contiguous Counties): 1-800-901-0020• Eastern Region (+ NC Contiguous Counties): 1-757-326-5158• Northern Region (+ MD, DC, and W. VA Contiguous Counties): 1-703-227-5315• Western Region (+ KY, TN, W. VA & NC Contiguous

	Counties): 1-540-853-5077	
Coventry Cares of Virginia	1-800-424-0077 Option 5 then 2	
MajestaCare	1-866-996-9140 choose 'PR; VA_ProviderServices@aetna.com	
Optima Family Care	Charles Blottner 1-804-510-7434	
Virginia Premier	Patrick McMahon pmmahon@vapremier.com 1-804-819-5151	Ed Maitland emaitland@vapremier.com 1-804-819-5151 ext. 5384

Providers will be able to identify members enrolled in an MCO by their member ID card. Members may call the MCO to request replacement cards if needed. If a Medicaid member seeks services, you should always ask for their MCO member ID card and plastic Medicaid card. **It is the provider's responsibility to verify coverage before each visit.**

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00 a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KePRO's Provider Portal at <http://dmas.kepro.com>.

ELIGIBILITY VENDORS

DMAS has contracts with the following eligibility verification vendors offering Internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third party liability, and service limits for many service types and procedures are available. Contact information for each of the vendors is listed below.

Passport Health Communications, Inc. www.passporthealth.com sales@passporthealth.com (888) 661-5657	Siemens Healthcare (HDX Division) www.hdx.com (610) 219-1600	Emdeon www.emdeon.com (877) 363-3666	Availity, LLC www.availity.com support@availity.com (800) 282-4548	Dorado Systems, LLC www.Doradosystems.com sales@doradosystems.com (856) 354-0048
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"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.